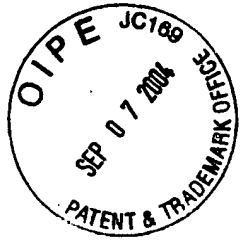


Serial No. 09/588,963  
Amdt. Dated 2 September 2004  
Reply to Office Action of August 11, 2004

RESPONSE UNDER 37 C.F.R. 1.116 – EXPEDITED  
PROCEDURE – EXAMINING GROUP No.: 3623

AF  
3623  
JFW



IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

**Patent Application**

Inventors: Frank J. Bogart  
Camille Gabriel  
Sarah Kiefhaber  
Gary S. King  
Rebecca K. Phelps

Corres. and Mail  
**BOX AF**

Case No.: Bogart 18-3-1-4-1

Serial No.: 09/588,963      Group Art Unit: 3623

Filing Date: June 7, 2000

Examiner: Akiba K. Robinson Boyce

Title: Multimedia Customer Care Center Having a Layered  
Control Architecture

Commissioner For Patents  
PO Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT**

SIR:

In response to the Office Action mailed on February 26, 2004,  
designated as paper no. 7 in the case, please enter the following  
amendment in the above-identified application.

**Amendments to the Claims** are reflected in the listing of claims which  
begins on page 2 of this paper.

**Remarks/Arguments** begin on page 6 of this paper.



IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

Patent Application

Inventors: **Frank J. Bogart**  
**Camille Gabriel**  
**Sarah Kiefhaber**  
**Gary S. King**  
**Rebecca K. Phelps**

Case No.: **Bogart 18-3-1-4-1**

Serial No.: **09/588,963** Group Art Unit: **3623**

Filing Date: **June 7, 2000**

Examiner: **Akiba K. Robinson Boyce**

Title: **Multimedia Customer Care Center Having a Layered Control Architecture**

Mail Stop Non-Fee Amendment  
Commissioner For Patents  
PO Box 1450  
Alexandria, VA 22313-1450

SIR:

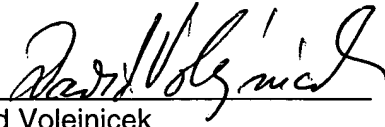
**TRANSMITTAL LETTER**

Enclosed is an Amendment in the above-identified application.

**NO ADDITIONAL FEE REQUIRED**

In the event of non-payment or improper payment of a required fee, the Commissioner is authorized to charge or to credit **Deposit Account No. 501602** as required to correct the error.

Respectfully submitted,

By   
David Volejnicek  
Corporate Counsel  
Reg. No. 29355  
303-538-4154

Date: 02 Sept. 2004  
Avaya Inc.  
Docket Administrator  
307 Middletown-Lincroft Road  
Room 1N-391  
Lincroft, NJ 07738

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage in an envelope addressed to: Commissioner for Patents, PO Box 1450, Alexandria, VA. 22313-1450.

On 02 Sept. 2004 Tina R. Wilson   
Date of Deposit (Type name of person mailing paper) (Signature of person mailing paper)